

Enterprise Incident Report July 2012

As of 8/1/2012

Insurance

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution		
			High	Low	FCR Total
Insurance	Application Services	Martin Gonzalez	0	1	1
			0	1	1
		Terry Forsgren	0	2	2
			0	1	1
		Tony Larsen	0	3	3
			0	0	0
		Assigned to Individual Total	0	6	6
			0	2	2
	Application Support	Carl Meek	0	2	2
			0	0	0
		Sam Howlett	0	9	9
			0	0	0
		Scott VanderLinden	0	2	2
			0	0	0
		Assigned to Individual Total	0	13	13
			0	0	0
	Capitol Desktop Support	Paul Ross	1	68	69
			1	45	46
		Scott Wunderlich	0	3	3
			0	2	2
		Tom Hanson	0	3	3
			0	3	3

Enterprise Incident Report July 2012

As of 8/1/2012

Insurance

			High	Low	FCR Total	
Insurance	Capitol Desktop Support	Assigned to Individual Total	1 1	74 50	75 51	
		Capitol Hosting	Doug Law	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0	
	Help Desk	Brenda Treadway	0 0	2 2	2 2	
		James Stearns	0 0	1 1	1 1	
		Julie VanBeekum	0 0	2 2	2 2	
		Vicky Marrelli	0 0	1 1	1 1	
		Assigned to Individual Total	0 0	6 6	6 6	
		Voice Operations	Romanza Hamblin Sorensen	0 0	1 0	1 0
	Assigned to Individual Total		0 0	1 0	1 0	
	Assigned Group Total		1 1	101 58	102 59	
	Customer Company Total			1 1	101 58	102 59

Enterprise Incident Report July 2012

As of 8/1/2012

Insurance

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response		
			High	Low	MIR Total
Insurance	Application Services	Martin Gonzalez	0 0	1 0	1 0
		Terry Forsgren	0 0	2 1	2 1
		Tony Larsen	0 0	3 1	3 1
		Assigned to Individual Total	0 0	6 2	6 2
	Application Support	Carl Meek	0 0	2 2	2 2
		Sam Howlett	0 0	9 5	9 5
		Scott VanderLinden	0 0	2 0	2 0
		Assigned to Individual Total	0 0	13 7	13 7
	Capitol Desktop Support	Paul Ross	1 0	68 3	69 3
		Scott Wunderlich	0 0	3 1	3 1
		Tom Hanson	0 0	3 0	3 0

Enterprise Incident Report July 2012

As of 8/1/2012

Insurance

			High	Low	MIR Total
Insurance	Capitol Desktop Support	Assigned to Individual Total	1 0	74 4	75 4
	Capitol Hosting	Doug Law	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Help Desk	Brenda Treadway	0 0	2 0	2 0
		James Stearns	0 0	1 0	1 0
		Julie VanBeekum	0 0	2 0	2 0
		Vicky Marrelli	0 0	1 0	1 0
		Assigned to Individual Total	0 0	6 0	6 0
	Voice Operations	Romanza Hamblin Sorensen	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Assigned Group Total		1 0	101 13	102 13
Customer Company Total			1 0	101 13	102 13

Enterprise Incident Report July 2012

As of 8/1/2012

Insurance

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours		
			High	Low	ATTIR Total
Insurance	Application Services	Martin Gonzalez	0 0.00	1 0.07	1 0.07
		Terry Forsgren	0 0.00	2 0.52	2 0.52
		Tony Larsen	0 0.00	3 0.94	3 0.94
		Assigned to Individual Total	0 0.00	6 0.66	6 0.66
	Application Support	Carl Meek	0 0.00	2 7.90	2 7.90
		Sam Howlett	0 0.00	9 1.82	9 1.82
		Scott VanderLinden	0 0.00	2 0.50	2 0.50
		Assigned to Individual Total	0 0.00	13 2.56	13 2.56
	Capitol Desktop Support	Paul Ross	1 0.00	68 0.17	69 0.17
		Scott Wunderlich	0 0.00	3 0.49	3 0.49
		Tom Hanson	0 0.00	3 0.33	3 0.33

Enterprise Incident Report July 2012

As of 8/1/2012

Insurance

			High	Low	ATTIR Total
Insurance	Capitol Desktop Support	Assigned to Individual Total	1 0.00	74 0.19	75 0.19
	Capitol Hosting	Doug Law	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	1 0.00
	Help Desk	Brenda Treadway	0 0.00	2 0.00	2 0.00
		James Stearns	0 0.00	1 0.00	1 0.00
		Julie VanBeekum	0 0.00	2 0.00	2 0.00
		Vicky Marrelli	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	6 0.00	6 0.00
	Voice Operations	Romanza Hamblin Sorensen	0 0.00	1 0.11	1 0.11
		Assigned to Individual Total	0 0.00	1 0.11	1 0.11
	Assigned Group Total		1 0.00	101 0.51	102 0.51
Customer Company Total			1 0.00	101 0.51	102 0.51

Enterprise Incident Report July 2012

As of 8/1/2012

Insurance

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution		
			High	Low	MR Total
Insurance	Application Services	Martin Gonzalez	0 0	1 0	1 0
		Terry Forsgren	0 0	2 0	2 0
		Tony Larsen	0 0	3 0	3 0
		Assigned to Individual Total	0 0	6 0	6 0
	Application Support	Carl Meek	0 0	2 1	2 1
		Sam Howlett	0 0	9 0	9 0
		Scott VanderLinden	0 0	2 1	2 1
		Assigned to Individual Total	0 0	13 2	13 2
	Capitol Desktop Support	Paul Ross	1 0	68 0	69 0
		Scott Wunderlich	0 0	3 0	3 0
		Tom Hanson	0 0	3 0	3 0

Enterprise Incident Report July 2012

As of 8/1/2012

Insurance

			High	Low	MR Total
Insurance	Capitol Desktop Support	Assigned to Individual Total	10	740	750
	Capitol Hosting	Doug Law	00	10	10
		Assigned to Individual Total	00	10	10
	Help Desk	Brenda Treadway	00	20	20
		James Stearns	00	10	10
		Julie VanBeekum	00	20	20
		Vicky Marrelli	00	10	10
		Assigned to Individual Total	00	60	60
	Voice Operations	Romanza Hamblin Sorensen	00	10	10
		Assigned to Individual Total	00	10	10
	Assigned Group Total		10	1012	1022
Customer Company Total			10	1012	1022

Enterprise Incident Report July 2012

As of 8/1/2012

Insurance

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours		
			High	Low	ATTR Total
Insurance	Application Services	Martin Gonzalez	0 0.00	1 1.41	1 1.41
		Terry Forsgren	0 0.00	2 2.73	2 2.73
		Tony Larsen	0 0.00	3 0.95	3 0.95
		Assigned to Individual Total	0 0.00	6 1.62	6 1.62
	Application Support	Carl Meek	0 0.00	2 7.96	2 7.96
		Sam Howlett	0 0.00	9 2.19	9 2.19
		Scott VanderLinden	0 0.00	2 9.59	2 9.59
		Assigned to Individual Total	0 0.00	13 4.22	13 4.22
	Capitol Desktop Support	Paul Ross	1 0.00	68 0.30	69 0.29
		Scott Wunderlich	0 0.00	3 0.77	3 0.77
		Tom Hanson	0 0.00	3 1.16	3 1.16

Enterprise Incident Report July 2012

As of 8/1/2012

Insurance

			High	Low	ATTR Total
Insurance	Capitol Desktop Support	Assigned to Individual Total	1 0.00	74 0.35	75 0.35
	Capitol Hosting	Doug Law	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	1 0.00
	Help Desk	Brenda Treadway	0 0.00	2 0.00	2 0.00
		James Stearns	0 0.00	1 0.00	1 0.00
		Julie VanBeekum	0 0.00	2 0.00	2 0.00
		Vicky Marrelli	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	6 0.00	6 0.00
	Voice Operations	Romanza Hamblin Sorensen	0 0.00	1 0.24	1 0.24
		Assigned to Individual Total	0 0.00	1 0.24	1 0.24
	Assigned Group Total		1 0.00	101 0.93	102 0.92
Customer Company Total			1 0.00	101 0.93	102 0.92

Enterprise Incident Report July 2012

As of 8/1/2012

Insurance

Detail

INC000000513783	Laura Shepherd	Application	Error	None		TIR Missed: Yes	1.51
	Application Support	Sam Howlett	Insurance	Low	Closed	TTR Missed: No	1.75
INC000000536647	Paul Throckmorton	Application	Password	None		TIR Missed: Yes	2.26
	Application Support	Sam Howlett	Insurance	Low	Closed	TTR Missed: No	2.26
INC000000539094	Meldee Love	Application	None	Documentum		TIR Missed: Yes	5.83
	Application Support	Sam Howlett	Insurance	Low	Closed	TTR Missed: No	5.83
INC000000540283	Steven Jentzsch	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	
INC000000540422	Betsy Jerome	None	None	None		TIR Missed: Yes	2.56
	Application Support	Sam Howlett	Insurance	Low	Closed	TTR Missed: No	2.56
INC000000540591	Alex Goble	None	None	None		TIR Missed: No	0.00
	Capitol Hosting	Doug Law	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000541044	William Stimpson	Application	None	SIRCON Commercial		TIR Missed: Yes	3.79
	Application Support	Carl Meek	Insurance	Low	Closed	TTR Missed: No	3.90
INC000000541858	Ned Shimizu	Application	Password	PGP		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000541898	Donald Catmull	Application	Error	Microsoft Office Professional 20		TIR Missed: Yes	2.17
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	2.52
INC000000541930	Victoria Wang	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000542036	Grace Reinhart	Application	Password	None		TIR Missed: No	0.52
	Application Support	Sam Howlett	Insurance	Low	Closed	TTR Missed: No	0.52
INC000000542258	Adam Martin	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000542351	Lorry Herrera	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed: No	0.51
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.54
INC000000542632	Connie Nowland	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000542810	Meldee Love	Application	None	None		TIR Missed: No	0.51
	Application Support	Sam Howlett	Insurance	Low	Closed	TTR Missed: No	0.51
INC000000542844	Silmara Charlesworth	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00

Enterprise Incident Report July 2012

As of 8/1/2012

Insurance

INC000000542905	Linda Hardy	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.97
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.97
INC000000543135	Alex Goble	Application	None	Action Request System		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000543535	Silmara Charlesworth	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	
INC000000543602	William Stimpson	Application	None	None		TIR Missed: No	0.13
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.13
INC000000543735	William Stimpson	Application	Error	None		TIR Missed: Yes	1.01
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	1.01
INC000000543788	Silmara Charlesworth	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.48
	Application Support	Scott VanderLinden	Insurance	Low	Closed	TTR Missed: No	0.48
INC000000543833	Tammy Minson	None	None	None		TIR Missed: No	0.44
	Application Services	Tony Larsen	Insurance	Low	Closed	TTR Missed: No	0.44
INC000000543852	Grace Reinhart	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000544102	Allen Hart	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000544105	Anna Weidauer	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000544307	Jaimee George	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000544310	Tammy Minson	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000544340	Tammy Minson	Network	None	None		TIR Missed: No	0.03
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.83
INC000000544626	Jaimee George	None	None	None		TIR Missed: No	0.19
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.21
INC000000544632	Jaimee George	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	
INC000000544660	Meldee Love	Application	None	Documentum		TIR Missed: No	0.28
	Application Support	Sam Howlett	Insurance	Low	Resolved	TTR Missed: No	0.54
INC000000544695	Jilene Whitby	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00

Enterprise Incident Report July 2012

As of 8/1/2012

Insurance

INC000000544746	Weimei Ye	None	None	None		TIR Missed: No	0.02
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.43
INC000000544873	Weimei Ye	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000544876	Weimei Ye	None	None	None		TIR Missed: Yes	1.03
	Application Services	Terry Forsgren	Insurance	Low	Closed	TTR Missed: No	1.77
INC000000544898	Shane Sadler	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.25
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	1.40
INC000000544986	Jeff Hawley	Application	Reporting	None		TIR Missed: No	0.51
	Application Support	Scott VanderLinden	Insurance	Low	Closed	TTR Missed: Yes	18.69
INC000000545026	Jaimee George	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000545059	Tammy Minson	None	None	None		TIR Missed: Yes	1.69
	Application Services	Tony Larsen	Insurance	Low	Closed	TTR Missed: No	1.69
INC000000545134	Jilene Whitby	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000545401	Tammy Minson	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000545410	Jaimee George	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000545434	William Stimpson	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000545506	Jaimee George	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000545517	Donald Catmull	Application	None	TeamMate Audit System		TIR Missed: No	0.38
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.38
INC000000545595	Dan Applegarth	Application	Error	Citrix ICA Client		TIR Missed: No	0.17
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.17
INC000000545849	Travis Wegkamp	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000545855	Donald Catmull	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000545940	Tammy Minson	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00

Enterprise Incident Report July 2012

As of 8/1/2012

Insurance

INC000000545997	Eric Showgren	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.04
INC000000546076	Grace Reinhart	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000546251	Hermoliva Abejar	None	None	None		TIR Missed: No	0.00
	Application Services	Terry Forsgren	Insurance	Low	Closed	TTR Missed: No	3.68
INC000000546371	Brent Oscarson	PC/Laptop	Hardware	None		TIR Missed: No	0.45
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.45
INC000000546870	Tanji Northrup	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000546874	Nancy Askerlund	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000546875	Tracy Klausmeier	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000546878	Suzette D Green-Wright	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000547198	Jaimee George	Application	Error	Citrix ICA Client		TIR Missed: No	0.20
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.26
INC000000547224	Donald Catmull	Application	Error	TeamMate Audit System		TIR Missed: No	0.70
	Application Services	Tony Larsen	Insurance	Low	Closed	TTR Missed: No	0.70
INC000000547873	Dava Berlinger-Butler	None	None	None		TIR Missed: No	0.95
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.95
INC000000548120	Mark Wiedeman	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.19
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.19
INC000000548184	Randy Overstreet	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000548320	Neal Gooch	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	High	Closed	TTR Missed: No	0.00
INC000000548515	Luanne Winters	Telecom	Call/Receive	Telephone		TIR Missed: No	0.11
	Voice Operations	Romanza Hamblin Sorensen	Insurance	Low	Closed	TTR Missed: No	0.24
INC000000548583	Heidi Petermann	Application	Error	None		TIR Missed: No	0.24
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	1.28
INC000000548668	Eric Showgren	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00

Enterprise Incident Report July 2012

As of 8/1/2012

Insurance

INC000000548679	Victoria Wang	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000548774	Victoria Wang	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	James Stearns	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000548939	Heidi Petermann	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000548946	Tammy Minson	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000549171	Tammy Minson	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000549186	Silmara Charlesworth	Application	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	1.27
INC000000549492	Jeff Hawley	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	
INC000000549503	Nancy Askerlund	Mobile Devices	Error	Ipads		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.57
INC000000549573	Grace Reinhart	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000549629	Tammy Minson	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000549719	Silmara Charlesworth	Application	Error	None		TIR Missed: Yes	2.94
	Application Support	Sam Howlett	Insurance	Low	Resolved	TTR Missed: No	5.75
INC000000549828	Donald Catmull	Application	Error	TeamMate Audit System		TIR Missed: Yes	12.02
	Application Support	Carl Meek	Insurance	Low	Resolved	TTR Missed: Yes	12.02
INC000000550130	Tamara Greening	Application	Error	None		TIR Missed: No	0.61
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.65
INC000000550139	Nancy Askerlund	None	None	None		TIR Missed: No	0.29
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.34
INC000000550507	Teresa Trusty	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.86
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.86
INC000000550628	Ned Shimizu	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000550841	Jaimee George	Application	None	None		TIR Missed: Yes	1.76
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	1.76

Enterprise Incident Report July 2012

As of 8/1/2012

Insurance

INC000000550864	Victoria Wang	Network	Password	None		TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Insurance	Low	Resolved	TTR Missed: No	0.00	
INC000000551037	Jaimee George	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00	
INC000000551082	Jilene Whitby	PC/Laptop	Error	None		TIR Missed: No	0.43
Capitol Desktop Support	Tom Hanson	Insurance	Low	Resolved	TTR Missed: No	0.88	
INC000000551610	Jenifer Christian	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Scott Wunderlich	Insurance	Low	Resolved	TTR Missed: No	0.00	
INC000000552379	Linda Hardy	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.31
Capitol Desktop Support	Tom Hanson	Insurance	Low	Resolved	TTR Missed: No	2.31	
INC000000552431	Linda Hardy	EIS Hardware	None	None		TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Insurance	Low	Resolved	TTR Missed: No		
INC000000552631	Tammy Minson	Application	Error	Microsoft Office		TIR Missed: No	0.23
Capitol Desktop Support	Scott Wunderlich	Insurance	Low	Resolved	TTR Missed: No	0.93	
INC000000552760	Tammy Minson	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.23
Capitol Desktop Support	Tom Hanson	Insurance	Low	Resolved	TTR Missed: No	0.29	
INC000000552835	Sandy Glaze	None	None	None		TIR Missed: No	0.00
Application Support	Sam Howlett	Insurance	Low	Resolved	TTR Missed: No	0.00	
INC000000553616	Linda Hardy	Application	None	SIRCON For States		TIR Missed: Yes	1.23
Capitol Desktop Support	Scott Wunderlich	Insurance	Low	Resolved	TTR Missed: No	1.37	
INC000000554170	Anna Weidauer	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00	
INC000000554526	Tammy Minson	Application	None	Novell GroupWise		TIR Missed: No	0.07
Application Services	Martin Gonzalez	Insurance	Low	Resolved	TTR Missed: No	1.41	
INC000000554974	Michelle M White	PC/Laptop	None	None		TIR Missed: No	0.07
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.28	
INC000000554979	Nancy Askerlund	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00	
INC000000555063	Tanji Northrup	Application	Password	None		TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Insurance	Low	Resolved	TTR Missed: No	0.00	
INC000000555321	William Stimpson	PC/Laptop	None	None		TIR Missed: No	0.34
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.52	
INC000000555348	Michelle M White	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.06
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.92	

Enterprise Incident Report July 2012

As of 8/1/2012

Insurance

INC000000555467	Patrick Lee	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00